

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application Serial No. .... 10/826,160  
Filing Date ..... April 15, 2004  
First Name Inventor..... Hua-Jun Zeng  
Applicant..... Microsoft Corporation  
Group Art Unit..... 2169  
Examiner ..... Saunders, Aaron J  
Attorney's Docket No. ..... MS1- 1892US  
Title: Mining Service Requests for Product Support

**RESPONSE TO NOTICE OF NON-COMPLIANT AMENDMENT**  
**DATED JUNE 27, 2007**

To: Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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**INTRODUCTORY COMMENTS**

This communication is responsive to a notice of non-compliant amendment dated June, 2007. An "**Amendments to the Specification**" section begins on page 3 of this paper. A "**Remarks**" section begins on page 8 of this paper.